

TECHNOLOGY COORDINATION OFFICE
Review and Opinion Regarding the Proposed Replacement of the Disaster Recovery
Site Option 11 Switch Serving Code Enforcement, Election Commission, Roads &
Bridges, County Engineer, Correction Center Select Departments, and The CIT
Disaster Recovery Center
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Cost Summary:	<u>O&M</u>
Fiber Remote Multi-Ipe Interface	\$141,936.93
Installation / Engineering	\$30,082.66
Shipping / Handling	<u>\$912.45</u>
<i>FY 2009 Total</i>	<u><i>\$172,932.04</i></u>
 <i>FY2009 Associated Annual Maintenance Expense</i>	 <i>\$5,411.64</i>
<i>(not requested at this time – to be submitted in a separate proposal)</i>	

2009 Budget Impact	
Budgeted?	YES

PROPOSED VENDOR: AT&T

OVERVIEW:

This proposal is to install the hardware and software required to replace the functionality of an aging (exceeding the age threshold to receive vendor support) Nortel Option 11 switch located at the Haley Road Disaster Recovery Site by utilizing remote connectivity to the newly upgraded switch at 1075 Mullins Station (East Administration). By installing this remote connectivity, the increased telecommunications requirements of the Election Commission, Code Enforcement, and other key users can be met ***without the financially burdensome expenditure for a completely new switch (approximate cost of \$350,000).*** This proposal provides the required capacity and functionality while at the same time avoids over \$177,000 of expenditures by leveraging off of the existing installed telecommunication equipment located at 1075 Mullins Station.

OPINION: RECOMMENDED

BUSINESS NEED

The Disaster-Recovery building at 6470 Haley Road was constructed in 1998. At that time, Shelby County installed a mid-sized Nortel Meridian Option 11 telephone switch at the site. The existing switch serves approximately 350 users in various buildings including Code Enforcement, the Election Commission, Roads and Bridges Department, the County Engineer, the Support Services Sign Shop, Central Information Technology's Disaster Recovery Center, the Correction Center Rapid-Response Team, and the Correction Center Professional Standards Unit. The Meridian Option 11 is (and has been for some time) at vendor support end-of-life. The software which operates the switch is no longer supported by the vendor and many hardware components, in the event of failure, are not readily available. This places the

telecommunication users of the switch at risk for an extended outage in the event of a hardware component failure or software corruption.

The switch also is not expandable to meet several business needs. The Election Commission has expanded its automatic call distribution group (ACD) from 50 to 82 call-takers. The call statistics and reporting capability of the existing switch do not provide sufficient information to meet the requirements of the Tennessee State Election Board. The Election Commission has been mandated by the State to maintain records of all calls associated with the Election ACD system. The proposed remote connectivity solution will provide such detailed call accounting via utilization of the reporting capabilities of the switch located at the East Administration location.

The Code Enforcement department has significant issues with incoming call routing and voicemail retrieval that cannot be corrected because of limitations inherent with the existing switch. Code Enforcement has a longstanding issue with incoming calls to its main number that experience long hold times or multiple call backs. The remote connectivity system will lay the foundation for the eventual implementation of an interactive voice response (IVR) system that will list multiple departments that work with the Codes Enforcement department and offer the caller a choice of transfer to the appropriate department without an additional call back.

VALUE FOR THE FINANCIAL OUTLAY

The software and hardware is being procured through AT&T, the vendor that installed the primary switches forming the Shelby County telecommunications infrastructure. AT&T is certified in Nortel maintenance, installations, and engineering modifications. The price for this upgrade appears to be competitive considering industry standards for such software and hardware upgrades and installations.

DUE DILIGENCE

Central IT has committed to closely monitoring the new installation to ensure the work is performed as specified.

STRATEGIC FIT

The “remote-shelf” replacement of the existing Nortel Option 11 switch located at Haley Road is engineered to take full advantage of the core PBX switches that are the backbone of the Shelby County telecommunications infrastructure and is in keeping with the long range Shelby County technology plan for a unified telecommunications infrastructure. Additionally, by leveraging off the capabilities of the existing core switches, Shelby County avoids the significantly higher cost of installing an entire new switch.

INFORMATION SECURITY CONSIDERATIONS

No risks foreseen.

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for the Technology Coordination Office